



TEXAS
Health and Human
Services

**Texas Department of State
Health Services**

COVID-19 Vaccine Provider Webinar

March 4, 2021



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Health Services

DISCLAIMER

The information presented today is based on CDC's recent guidance and MAY change.

March 4, 2021

Agenda

1. News Updates
2. Johnson & Johnson's Janssen Vaccine: Clinical Considerations, Storage, Handling, and Administration
3. Refresher: New Option in VAOS for Ordering the Flu Vaccine
4. Refresher: Accessing VAOS, Submitting Allocation Requests, Transfers, and Reporting
5. Provider Resources
6. Live Q&A



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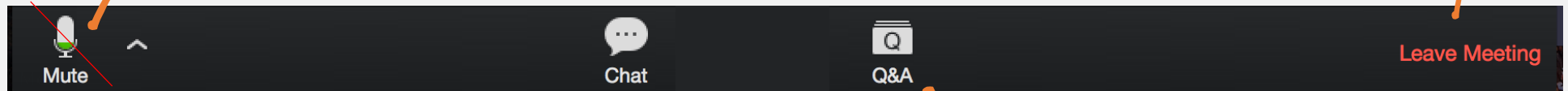
Today's webinar presentation and recording will be available on the
[COVID-19 Vaccine Management Resources page](#)

Zoom Guidance

New to Zoom? Have a question? Here's a quick guide:

You will be automatically muted during this webinar.

Need to go? Click Leave Meeting to exit the webinar.



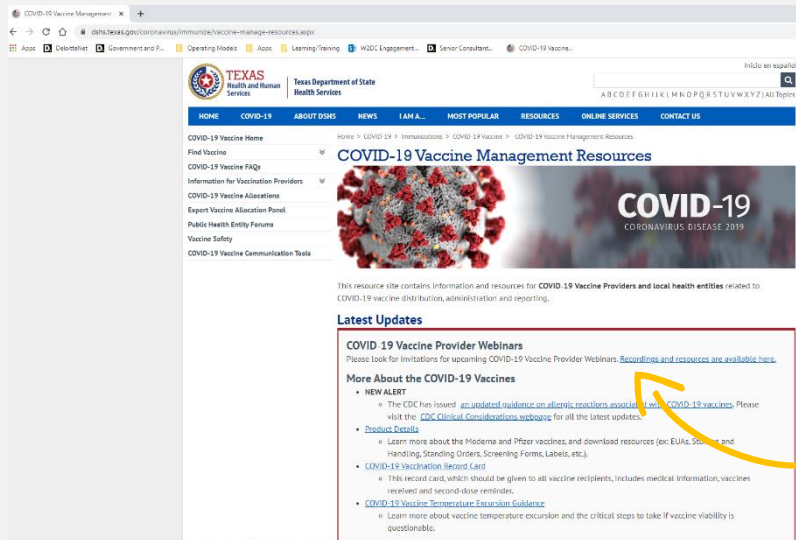
The “chat” feature will be turned off for attendees in this Webinar.

Have a question? Type a question to the host and panelists using the Q&A box!



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How to access this webinar after viewing



To access this webinar after the presentation, please visit the Provider Vaccine Management Website or refer to your follow up email.

COVID-19 Vaccine Providers,

Thank you for those who were able to attend the 2/2 COVID-19 Vaccine Provider Webinar. You can find a recording and presentation materials from this webinar [here](#).

Today's webinar covered...

- Requesting Allocations
- VAOS Refreshers and Frequently Asked Questions
- A live Q&A with DSHS Subject Matter Experts



Be sure and join future webinars to learn more about the new features and how you can use them as a COVID-19 Vaccine Provider.

News Update

As of March 2nd, the U.S. Department of Health and Human Services directed states to **expand vaccine eligibility** to include people who work in school and childcare operations. As stated in the attached federal directive, this includes:

“those who work in pre-primary, primary, and secondary schools, as well as Head Start and Early Head Start programs (including teachers, staff, and bus drivers) and those who work as or for licensed childcare providers, including center-based and family care providers.”

Vaccine providers in Texas should **immediately include these personnel in vaccination administration and outreach** to ensure they are able to be immunized. *This action does not change the other groups prioritized for vaccination in Texas.*

CDC updated the *Interim Clinical Considerations for Use of COVID-19 Vaccines Currently Authorized in the United States*

CDC Updates (03/03/21)

Interchangeability of Vaccine products

- In exceptional situations in which the first-dose vaccine product cannot be determined or is no longer available,
 - any available mRNA COVID-19 vaccine may be administered at a **minimum interval of 28 days** between doses to complete the mRNA COVID-19 vaccination series.
 - • In situations where the same mRNA vaccine product is temporarily unavailable, it is **preferable** to delay the 2nd dose (up to 6 weeks) to receive the same product **than** to receive a mixed series using a different product.
 - If two doses of different mRNA COVID-19 vaccine products are administered in these situations (or inadvertently), no additional doses of either product are recommended at this time.
- • In limited, exceptional situations where a patient received the first dose of an mRNA COVID-19 vaccine but is unable to complete the series with either the same or different mRNA COVID-19 vaccine (e.g., **due to contraindication**),
 - a single dose of **Janssen COVID-19 vaccine** may be considered at a minimum interval of 28 days from the mRNA COVID-19 vaccine dose.

<https://www.cdc.gov/vaccines/covid-19/info-by-product/clinical-considerations.html#Coadministration>

CDC Updates (03/03/21)

Contraindications

Contraindications

CDC considers a history of the following to be a contraindication to vaccination with COVID-19 vaccines:

- **Severe allergic reaction** (e.g., anaphylaxis) after a previous dose or to a component of the COVID-19 vaccine
- **Immediate allergic reaction** of any severity to a previous dose or known (diagnosed) allergy to a component of the vaccine

CDC Updates (03/03/21)

Contraindications

- People with a contraindication to **one of the mRNA COVID-19 vaccines** **should not receive** doses of either of the mRNA vaccines (Pfizer-BioNTech or Moderna).
- • However, people with a contraindication to mRNA COVID-19 vaccines may be able to receive **Janssen COVID-19 vaccine**, and vice versa, provided certain measures are taken.
- • As a change from previous versions of the guidance:
 - known **polysorbate allergy** is no longer a contraindication to mRNA vaccination;
 - **known polysorbate allergy** is a contraindication to Janssen COVID-19 vaccine and thus, a **precaution to mRNA COVID-19 vaccination**.

CDC Updates (03/03/21)

Contraindications

- People with a **contraindication to mRNA COVID-19 vaccines** (including due to a known **PEG allergy**):
 - Consideration may be given to vaccination with Janssen COVID-19 vaccine.
 - People who have received one mRNA COVID-19 vaccine dose but for whom the second dose is contraindicated **should wait at least 28 days** after the mRNA vaccine dose **to receive Janssen COVID-19 vaccine**.
- People with a **contraindication to Janssen COVID-19 vaccine** (including due to a known **polysorbate allergy**):
 - Consideration may be given to mRNA COVID-19 vaccination. Of note, polysorbate allergy is no longer a contraindication to mRNA COVID-19 vaccination, it is a precaution.

CDC Updates (03/03/21)

Immunocompromised People

Immunocompromised people can receive COVID-19 vaccination.

- Data are **currently insufficient** to inform optimal timing of COVID-19 vaccination among people who are planning to receive immunosuppressive therapies.
- Based on **general best practices** for vaccination of immunocompromised people, ideally COVID-19 vaccination should be completed **at least two weeks before** initiation of immunosuppressive therapies.
- When it is **not possible to administer a complete** COVID-19 vaccine series (i.e., two doses of an mRNA vaccine or a single dose of Janssen COVID-19 vaccine) in advance,
 - people on immunosuppressive therapy can still receive COVID-19 vaccination.
- Decisions to delay immunosuppressive therapy to complete COVID-19 vaccination should consider
 - the person's risks related to their underlying condition.

<https://www.cdc.gov/vaccines/covid-19/info-by-product/clinical-considerations.html#underlying-conditions>

Johnson & Johnson Janssen Vaccine: Clinical Considerations, Storage, Handling, and Administration

Janssen COVID-19 Vaccine

- The U.S. Food and Drug Administration (FDA) has issued an **Emergency Use Authorization (EUA)** to permit the emergency use of the unapproved product, Janssen COVID-19 Vaccine, for active immunization to prevent COVID-19 in individuals **18 years of age and older**.
- On February 28, 2021, the Advisory Committee on Immunization Practices (ACIP) issued an interim recommendation for use of the Janssen COVID-19 vaccine in persons aged ≥ 18 years for the prevention of COVID-19.

Janssen COVID-19 Vaccine Components & Ancillary Kit

Each 0.5 mL dose of the Janssen COVID-19 Vaccine is formulated to contain 5×10^{10} virus particles of the **Ad26 vector encoding the S glycoprotein of SARS-CoV-2**.

AND

- 2.19 mg sodium chloride
- 0.14 mg citric acid monohydrate
- 2.02 mg trisodium citrate dihydrate
- 0.16 mg **polysorbate-80**
- 25.5 mg 2-hydroxypropyl- β -cyclodextrin
- 2.04 mg ethanol

The Janssen COVID-19 Vaccine does not contain a preservative.

It does not require diluent.

Ancillary Supply Administration Adult Kit

- 85 needles (22-25G x 1")
- 20 needles (22-25G x 1.5")
- 105 syringes (1 mL or 3mL)
- 210 alcohol pads
- 100 vaccination record cards
- 1 needle gauge and length chart
- 2 face shields
- 4 surgical masks

<http://www.janssenlabels.com/emergency-use-authorization/Janssen+COVID-19+Vaccine-HCP-fact-sheet.pdf>

Janssen COVID-19 Vaccine

PREGNANCY AND LACTATION

- Pregnancy: Available data on Janssen COVID-19 Vaccine administered to pregnant women are insufficient to inform vaccine-associated risks in pregnancy.
- Lactation: Data are not available to assess the effects of Janssen COVID-19 Vaccine on the breastfed infant or on milk production/excretion.

CONTRAINDICATIONS

- Do not administer the Janssen COVID-19 Vaccine to individuals with a known history of a severe allergic reaction (e.g., anaphylaxis) to any component of the Janssen COVID-19 Vaccine.

Janssen COVID-19 Vaccine

Warnings and Precautions

Management of Acute Allergic Reactions:

- Appropriate medical treatment to manage **immediate allergic reactions** must be immediately available in the event an acute anaphylactic reaction occurs following administration of the Janssen COVID-19 Vaccine.
- Monitor Janssen COVID-19 Vaccine recipients for the occurrence of immediate adverse reactions according to the Centers for Disease Control and Prevention guidelines (<https://www.cdc.gov/vaccines/covid-19/clinical-considerations/managing-anaphylaxis.html>).

Altered Immunocompetence:

- Immunocompromised persons, including individuals receiving immunosuppressant therapy, may have a diminished immune response to the Janssen COVID-19 Vaccine.

Limitations of Vaccine Effectiveness:

- The Janssen COVID-19 Vaccine may not protect all vaccinated individuals.

Janssen COVID-19 Vaccine

Reporting Adverse Events and Vaccine Administration Error

- The vaccination provider enrolled in the federal COVID-19 Vaccination Program is responsible for mandatory reporting of the listed events following Janssen COVID-19 Vaccine administration to the Vaccine Adverse Event Reporting System (VAERS):
- Vaccine administration errors whether or not associated with an adverse event,
- Serious adverse events (irrespective of attribution to vaccination),
- Cases of Multisystem Inflammatory Syndrome (MIS) in adults,
- Cases of COVID-19 that result in hospitalization or death.

Janssen COVID-19 Vaccine Storage & Handling

Janssen COVID-19 Vaccine is supplied in a **carton of 10 multi-dose vials**.

- A maximum of **5 doses** can be withdrawn from the multi-dose vial.
- Do not pool excess vaccine from multiple vials.

DOSING AND SCHEDULE

- The Janssen COVID-19 Vaccine is administered intramuscularly as a single dose (0.5 mL).
- There are no data available on the use of the Janssen COVID-19 Vaccine to complete a vaccination series initiated with another COVID-19 vaccine.

Janssen COVID-19 Vaccine Storage & Handling

PRIOR TO FIRST PUNCTURE OF THE VACCINE VIAL (Unpunctured vials)

Refrigerator:

- Store unpunctured multi-dose vials **at 2°C to 8°C (36°F to 46°F)** and protect from light.
- **Do not store frozen.**

Vaccine vials may be stored in the refrigerator between 2°C and 8°C (36°F and 46°F) until the expiration date.

Up to room temperature (9°C to 25°C):

- Unpunctured vials of Janssen COVID-19 Vaccine may be stored between 9°C to 25°C (47°F to 77°F) for up to **12 hours**.
- The Janssen COVID-19 Vaccine is initially stored frozen by the manufacturer, then shipped at **2°C to 8°C (36°F to 46°F)**.
 - If vaccine is still frozen upon receipt, **thaw at 2°C to 8°C (36°F to 46°F)**.
- If needed immediately, **thaw at room temperature** (maximally 25°C/77°F).
 - At room temperature (maximally 25°C/77°F), **a carton of 10 vials** will take approximately **2 hours to thaw**, and
 - An **individual vial** will take approximately **1 hour to thaw**.
- **Do not refreeze once thawed.**

Janssen COVID-19 Vaccine Storage & Handling

Storage After First Puncture of the Vaccine Vial

- After the first dose has been withdrawn, hold the vial:
 - Between 2° to 8°C (36° to 46°F) for up to **6 hours**
- OR
- At room temperature (maximally 25°C/77°F) for up to **2 hours**

Discard the vial if vaccine is not used within these times.

Janssen COVID-19 Vaccine

Dose Preparation & Administration

The Janssen COVID-19 Vaccine suspension is:

- Colorless to slightly yellow
- Clear to very opalescent

Visually inspect the Janssen COVID-19 Vaccine vials for:

- Verify the final dosing volume of 0.5 mL
- Particulate matter
- Discoloration prior to administration

If either of these conditions exists, do not administer the vaccine.

<http://www.janssenlabels.com/emergency-use-authorization/Janssen+COVID-19+Vaccine-HCP-fact-sheet.pdf>

Janssen COVID-19 Vaccine

Dose Preparation & Administration

Before withdrawing each dose of vaccine, carefully mix the contents of the multi-dose vial by

- **Swirling gently in an upright position for 10 seconds. Do not shake.**

Record the date and time of first use on the Janssen COVID-19 Vaccine vial label.

Administer the Janssen COVID-19 Vaccine intramuscularly (IM)

- Store punctured vial in refrigerator 2 to 8 C for up to 6 hours
- Store at room temperature up to 2 hours

Discard if vaccine is not used within these times.

New VAOS Feature: Requesting Flu Vaccines

NEW! Requesting Flu Vaccines

Providers can now request flu vaccines in VAOS.

New Service Request

Select a record type

- ☐ Vaccine Transfer Request
- ☒ Adult Flu Vaccine Request
- ☐ COVID Allocation Request
- ☐ Vaccine Return Request

CancelNext

Adult Influenza Vaccine Initiative

COVID-19 Vaccination Program Provider Open-Ordering
March 2021



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Topics

- The Centers for Disease Control and Prevention (CDC) Adult Influenza Vaccine Initiative (AIVI)
 - Eligible populations
- Increasing access to the influenza immunization - COVID-19 Vaccination Program Sites:
 - Adult influenza vaccines available to order through VAOS
 - AIVI Administration Fee
 - Co-Administration Guidance - Influenza and COVID-19 Vaccines
 - Texas Immunization Registry, ImmTrac2 – Adult influenza vaccine doses administered.

CDC Adult Influenza Vaccine Initiative (AIVI)

Paycheck Protection Program and Health Care Enhancement Act (2020)

- Enhance influenza vaccination coverage as a critical part of COVID-19 response work.
- 2020-2021 Influenza Season
- Develop and implement adult influenza vaccination programs for targeted high-risk populations.

DSHS Immunization Unit focus

- Adult populations with low influenza vaccination coverage.
- Populations at high risk for complication from respiratory diseases like influenza, COVID-19, and other novel respiratory illnesses.
- Populations with known healthcare coverage disparities.
- Healthcare providers/partners who work with these populations.

CDC Adult Influenza Vaccine Initiative (AIVI)

Eligible Populations

Adults, 19 years of age or older, who may be at increased risk for complications from respiratory diseases like influenza, COVID-19, and other novel respiratory illnesses. High risk adult populations include, but are not limited to:

- Uninsured and underinsured adults
- Staff and patients in long-term care facilities
- Adults with underlying conditions
- Minority groups disproportionately impacted by COVID-19
- Adults who are part of the critical infrastructure, including:
 - Health care professionals
 - First responders
 - Grocery store workers, manufacturing and food plant workers
- Parents, guardians, siblings of pediatric patients

Increasing Access to the Influenza Immunization: COVID-19 Vaccination Program Sites

Goal: To increase adult influenza immunization rates and accessibility in Texas through enrolled COVID-19 Vaccination Program facilities.

- CDC provided 1 million doses of adult influenza vaccine for Texas to support initiative activities.
- All sites currently enrolled in the COVID-19 Vaccination Program are eligible to expand their current formulary to include adult influenza vaccine for their adult patients.
 - AIVI influenza vaccine can be administered to adults (19 years and older) **uninsured AND insured populations**.
 - Order doses through the Vaccine Allocation & Ordering System (VAOS).
 - Report doses administered through the Adult Influenza Vaccine Initiative (AIVI) Doses Reporting survey located on the AIVI website.

Increasing Access to the Influenza Immunization: COVID-19 Vaccination Program Sites

- Should submit all influenza doses (through adult consent) into ImmTrac2.
- Can charge a DSHS approved administration fee to all clients but must not turn away anyone who is unable to pay this fee.
- Not meant to replace/supplant existing flu activities.

Adult Influenza Vaccine Ordering

The AIVI influenza vaccine presentations will be available March 3rd, 2021, in the Vaccine Allocation & Ordering System (VAOS) include:

Vaccine Brand name	NDC	Formulation
FLULAVAL	19515-0816-52-A	0.5mL, PFS
AFLURIA	33332-0320-01-A	0.5mL, PFS
FLUZONE	49281-0420-50-A	0.5mL, PFS
FLUZONE	49281-0633-15-A	5mL, MDV
FLUARIX	58160-0885-52-A	0.5mL, PFS
FLUCELVAX	70461-0320-03-A	0.5mL, PFS
FLUCELVAX	70461-0420-10-A	5mL, MDV

AIVI Administration Fee

Healthcare providers administering the influenza vaccine under AIVI may choose **ONE** of the following billing options:

1. The provider may charge the patient a maximum administration fee up to \$10 per adult influenza vaccine dose.
 2. The provider may charge the patient's insurance provider the administration fee, however should they choose not to charge the patient.
- **MUST NOT** deny the administration of AIVI adult influenza vaccine to an eligible adult because of the inability of the patient to pay the administration fee.
 - **MUST NOT** send a patient to collections or charge additional fees for non-payment of a vaccine administration fee.

Texas Immunization Registry, ImmTrac2

DOCUMENT immunization histories using the Texas Immunization Registry, ImmTrac2. Promote the importance to receive consent from adults and document immunizations and histories using ImmTrac2:

- Vital for all adult immunizations, including influenza and current COVID-19 vaccine efforts.
- A repository of immunization histories for:
 - Texas children & adults
 - Texas first responders
 - Disaster-related participants, such as displaced residents during Hurricane Harvey
- Helps healthcare providers know which vaccines have been received.
- ImmTrac2 is an “opt-in” registry - Consent is required for participation

Texas Immunization Registry, ImmTrac2

Adult Consent Requirements

- On the 18th birth date, a child's record is hidden and no longer accessible.
- Adult consent must be signed before 26th birthday.
 - Childhood record is restored, provided it was contained in ImmTrac2 when the person was younger.
- All adults sign an adult consent one time, for lifetime participation.
- Consent may be withdrawn at any time.
- Adult (18 years of age or older) must complete an adult ImmTrac2 consent form at:
 - Vaccination appointment
 - Local or State Health Department
 - Download form - ImmTrac2 website
 - In collaboration with local government disaster preparedness activity

Texas Immunization Registry, ImmTrac2

Why use the Texas Immunization Registry?

- Consolidates vaccination records in one location.
- Ensures necessary vaccine series are completed.
- Reduces chances for unnecessary doses of vaccines or missed opportunities.
- Provides reminder and recall options.
- Provides a personal immunization record of received vaccines.

Texas Immunization Registry, ImmTrac2

- Texas Immunization Registry website: www.ImmTrac.com
- ImmTrac2 Customer Support
 - Email: ImmTrac2@dshs.texas.gov
 - Phone: 1-800-348-9158
 - Monday–Friday, during business hours
- Required: A Texas Immunization Registry adult consent form must be completed starting at age 18+.

Influenza & COVID-19 Co-Administration

Given the lack of data on the safety and efficacy of mRNA COVID-19 vaccines administered simultaneously with other vaccines:

- The vaccine series should routinely be administered alone.
- With a **minimum interval of 14 days before or after** administration with any other vaccine.

For more information: CDC [Interim Clinical Considerations for Use of mRNA COVID-19 Vaccines Currently Authorized in the United States](#)

Summary

- The AIWI is to increase influenza vaccination coverage as a critical part of the COVID-19 vaccine response work.
- 2020 – 2021 Influenza Season
- Adult populations with low influenza vaccination coverage and who are at high-risk for complication from respiratory diseases like influenza, COVID-19, and other novel respiratory illnesses.
- Increase accessibility to the adult influenza vaccine by increasing the number of providers offering it.
- The COVID-19 vaccine should routinely be administered alone, with a minimum interval of 14 days before or after administration with any other vaccine, including influenza.

Promote the importance of:

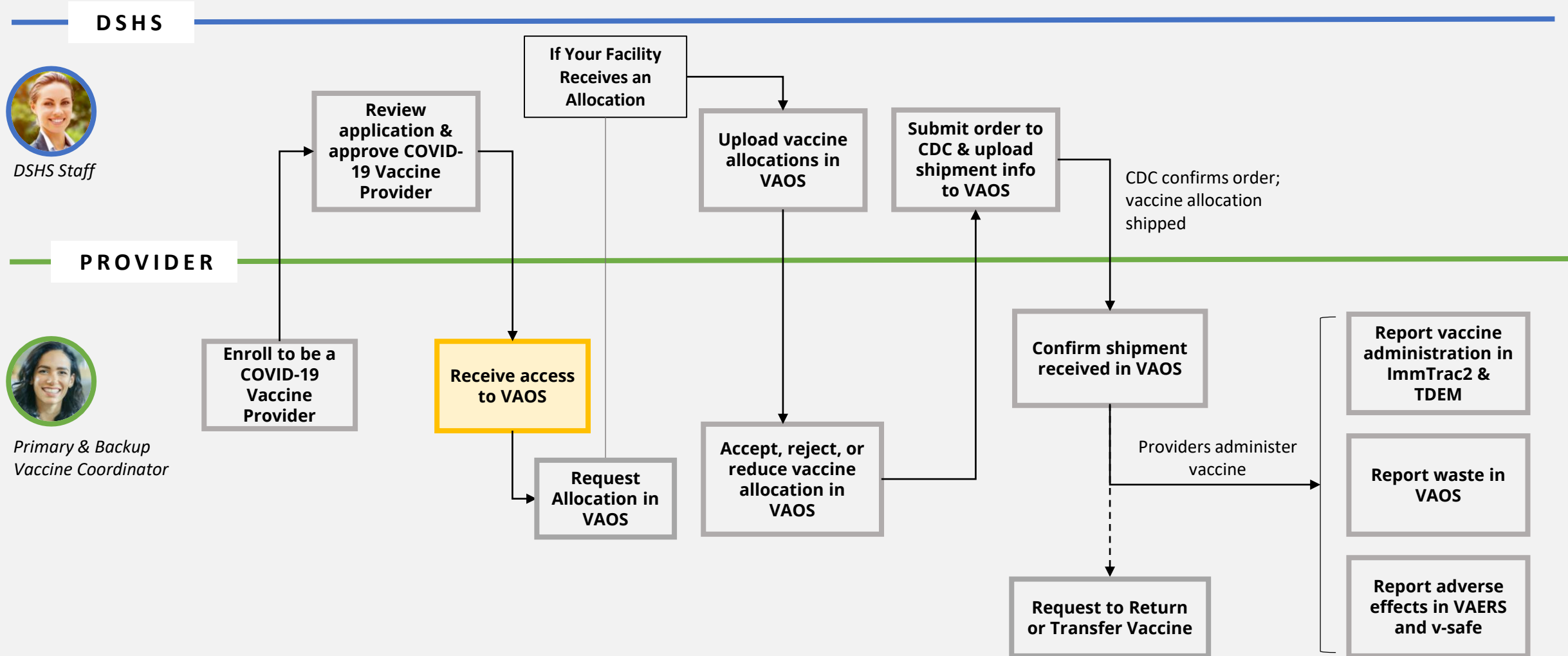
- The influenza vaccine and all vaccines to all patients.
- Adult consent and report all immunizations in ImmTrac2.
 - Timely and accurately reporting adult doses into ImmTrac2.

Immunization Resources

- Adult Influenza Vaccine Initiative:
 - <https://www.dshs.texas.gov/immunize/adult/Adult-Influenza-Vaccine-Initiative/>
 - Email: AdultFluProgram@dshs.texas.gov
- DSHS Websites:
 - www.immunizetexas.com
 - www.immtrac.com
 - www.dshs.texas.gov/immunize/ASN/
- Texas Immunization Registry Adult Consent Form
 - [www.dshs.texas.gov/immunize/immtrac/forms.shtm#For General Public](http://www.dshs.texas.gov/immunize/immtrac/forms.shtm#For%20General%20Public)
- Centers for Disease Control and Prevention (CDC)
 - www.cdc.gov
- CDC Immunization recommendations for disaster responders
 - www.cdc.gov/disasters/disease/responderimmun.html

VAOS Refreshers: Accessing VAOS

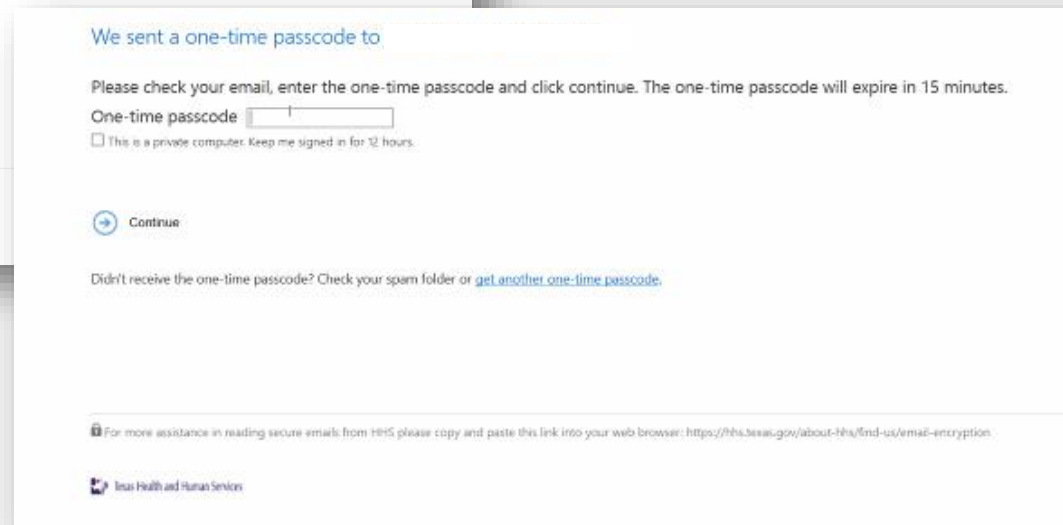
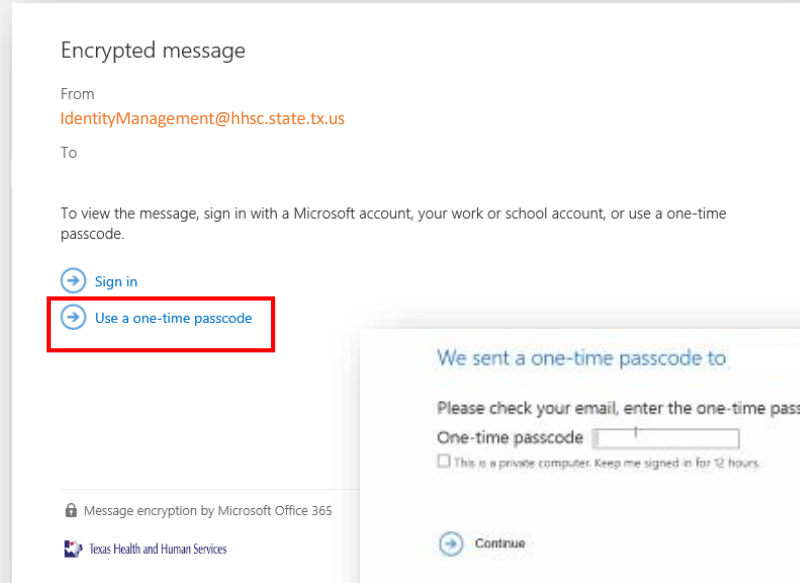
COVID-19 Vaccine Provider Milestones



Receive Access to VAOS

Did you know...?

You **cannot** create an account for VAOS.



Did you know...?

Your coordinators will get VAOS access when your organization has been approved as a COVID-19 Vaccine Provider.

Your Vaccine Coordinators will receive an encrypted email from Identity Management when their access has been approved.

Receive Access to VAOS

Did you know...?

The login credentials for your coordinators will go to the emails you included in your COVID-19 Vaccine Provider Enrollment.

This account must be used to access Texas Vaccine Allocation and Ordering System (VAOS) which will be used for COVID-19 vaccines.

Hi,

Welcome to the HHS Enterprise Portal! Your account is active and ready for use.

Access the portal using the following link:

<https://texasvaccines.dshs.texas.gov/>

Use the following credentials to sign in:

Username:

Temporary Password: Wre&ker5

After accessing the portal for the first time, you will be required to change your temporary password and create security questions. If you have any questions, please contact the HHS Enterprise Identity and Access Management team at iam@hhs.state.tx.us.

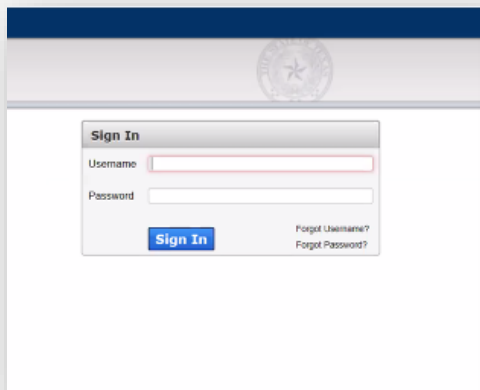
For further help or if you believe you have received this email in error, please contact the HHS Enterprise Identity and Access Management team at iam@hhs.state.tx.us.

Thank you,

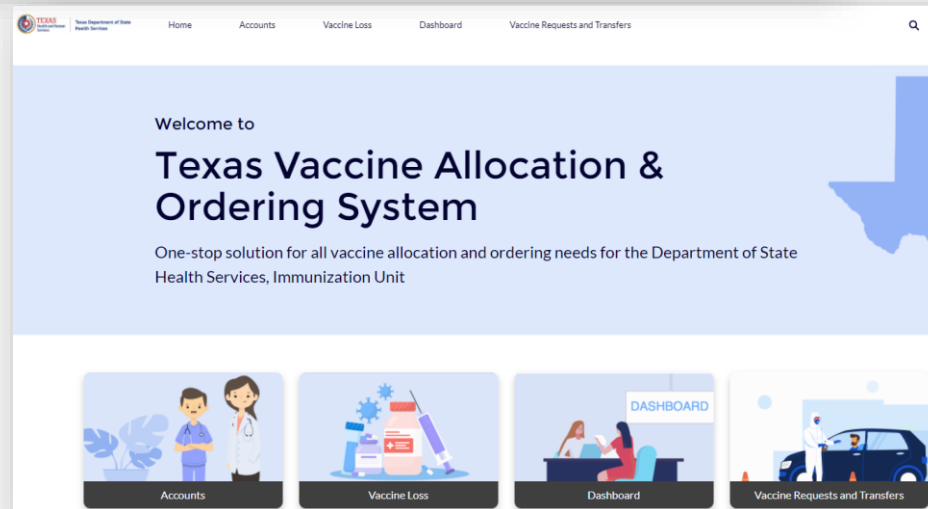
HHS Enterprise Identity and Access Management

Did you know...?

You can access VAOS at:
<https://texasvaccines.dshs.texas.gov/>



A screenshot of the VAOS Sign In page. It features a 'Sign In' header, a 'Username' input field, a 'Password' input field, and a 'Sign In' button. There are also links for 'Forgot Username?' and 'Forgot Password?'.



Receive Access to VAOS

Did you know...?

Only **2 people per facility** receive access to VAOS– the **primary & backup vaccine coordinators**.



Primary Vaccine Coordinator



Backup Vaccine Coordinator

You provided information for the primary & backup vaccine coordinator during the enrollment process.

The screenshot shows the 'PANDEMIC PROVIDER ENROLLMENT' form. The 'Pandemic Vaccine Coordinators' section is highlighted with a red box. It contains two sub-sections: 'Primary Vaccine Coordinator' and 'Backup Vaccine Coordinator'. Each sub-section has fields for *Last Name, *First Name, MI, *Telephone, *Email, and Degree/Credentials. The 'Save & Continue' and 'Save & Exit' buttons are visible at the bottom right of the form.

Did you know...?

You can **change who has access** to VAOS for your facility.



NEW Primary Vaccine Coordinator



NEW Backup Vaccine Coordinator

If you would like to designate a different person to have access to VAOS for your facility contact the **DSHS COVID-19 Vaccine Provider Help Desk** at:

(877) 835-7750, 8 a.m. to 5 p.m., Monday-Friday

COVID19VacEnroll@dshs.Texas.gov

Receive Access to VAOS

Did you know...?

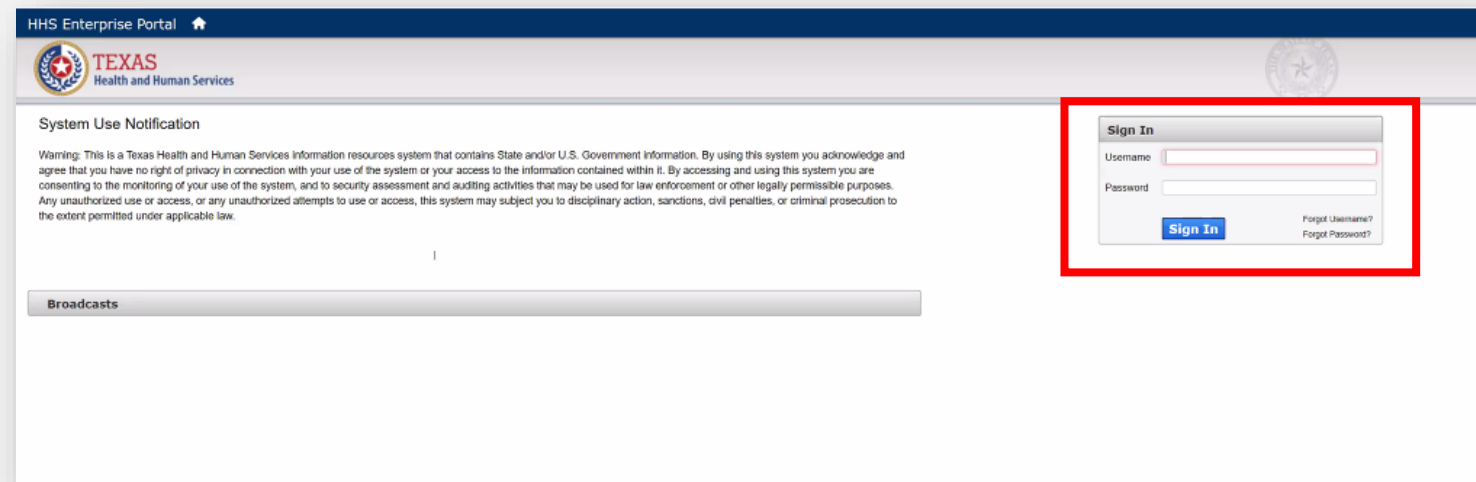
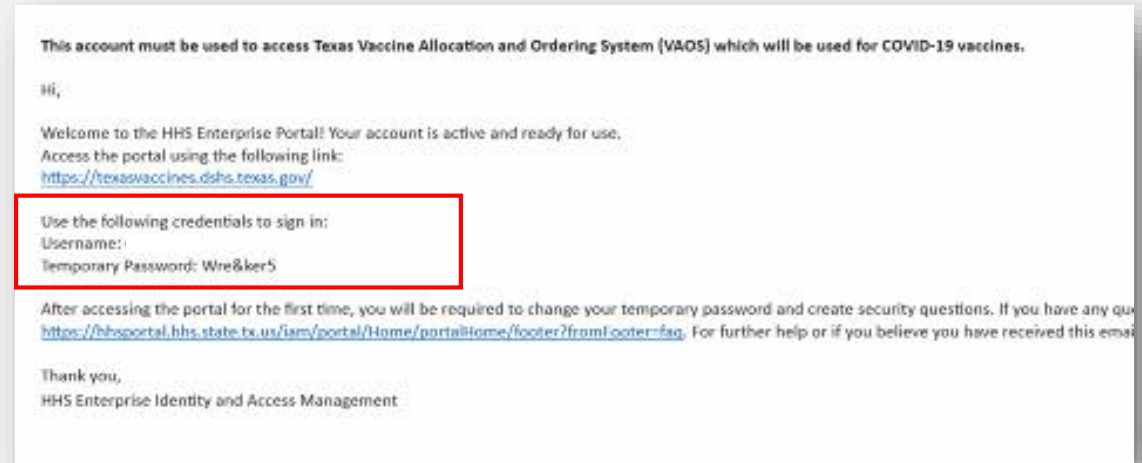
You should **login to ImmTrac2 ASAP** after receiving VAOS access. If you don't, you will lose your VAOS and ImmTrac2 access in 120 days.

- **You MUST login to ImmTrac2 to avoid being disassociated by the system for inactivity.**
- If ImmTrac2 users do not login in immediately or have gone 365 days since your last login, ***you will not be able to login to ImmTrac2 or VAOS.***
- Log into ImmTrac2 [here](#).
- For information about logging into ImmTrac2, email: ImmTrac2@dshs.texas.gov

The screenshot shows the ImmTrac2 Texas Immunization Registry login page. On the left is a blue sidebar with the word 'Production' at the top. Below it are fields for 'Org Code:', 'Username:', and 'Password:', followed by a 'Login' button. At the bottom of the sidebar are links for 'Forgot Username?' and 'Forgot Password?'. The main content area has a header with the Texas Health and Human Services logo, the text 'Texas Department of State Health Services', and the 'ImmTrac2 Texas Immunization Registry' logo. Below the header is a navigation bar with links for 'HOME', 'FORMS', 'REGISTRATION', 'USER TRAINING', and a lightbulb icon. A 'Hot Topics' section follows, with links HT-1 through HT-7. The first topic is 'ImmTrac2 Support During COVID-19 Response', dated 03/17/2020. The text explains that customer support is limited due to COVID-19 and provides email addresses for general support (ImmTrac2@dshs.texas.gov) and data exchange support (ImmTrac2MU@dshs.texas.gov). It also reminds users to follow HIPAA and Texas Privacy laws. At the bottom of the main area are links for 'ImmTrac2 Quick Guide - Change Password', 'Immunization Unit - Home Page', and 'Vaccine Adverse Event Reporting System (VAERS)'. The footer contains the copyright notice: 'Copyright © 1999 - 2020 State of Wisconsin. All rights reserved.'

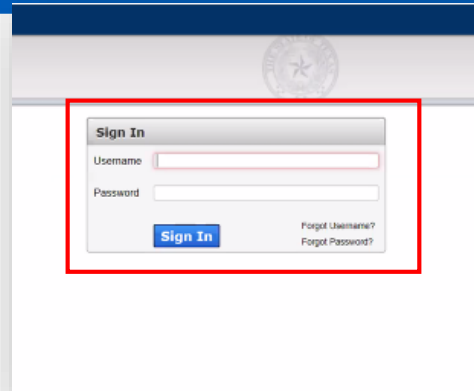
Access VAOS Step 1: Decrypt Email

- Once you click **Continue** the encrypted message will open.
- The message will contain **your username and a temporary password** for VAOS.
- Click the link to VAOS to be redirected to the VAOS login page.
- Use the provided **credentials** from the **encrypted email** to log in and **change the temporary password** to a password of your choosing.



Access VAOS Step 2: Access Dashboard

- Once you've created your new password, use it to log in to your Provider portal at <https://texasvaccines.dshs.Texas.gov>
- On the home page, click **Dashboard**.
- You may access the dashboards as needed to gain visibility into vaccine distribution for your facility or region.
- There are 3 views you can navigate through: **Allocation, Supply Chain, and Administration**.

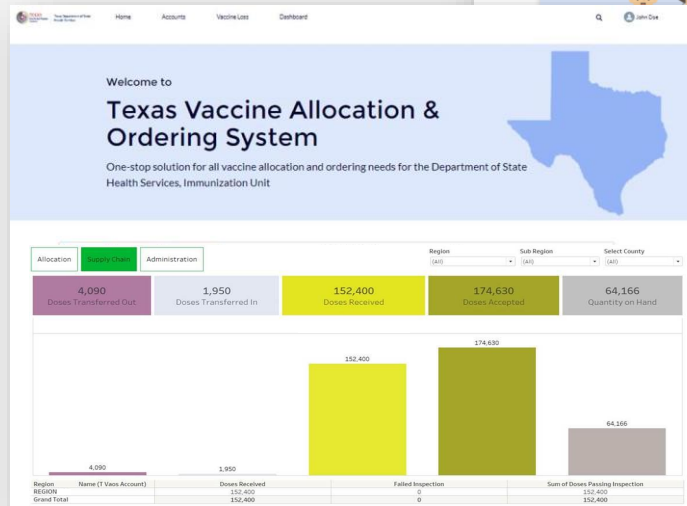
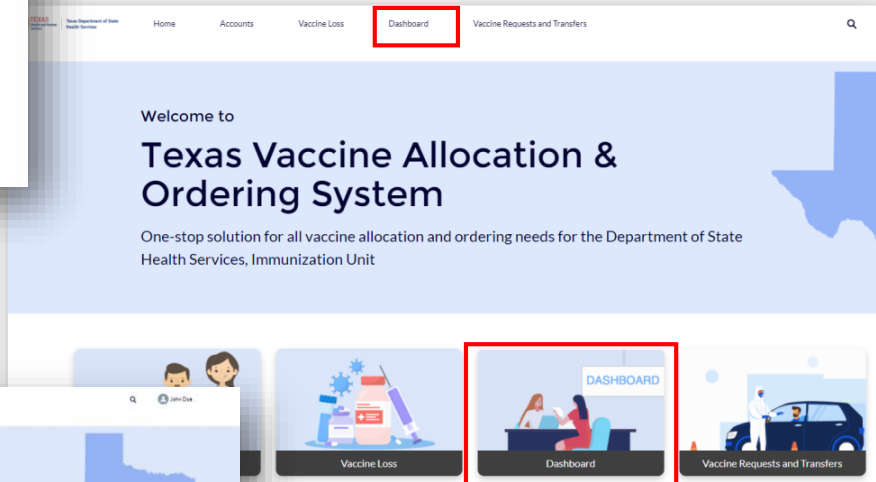


Sign In

Username

Password

Sign In [Forgot Username?](#) [Forgot Password?](#)



VAOS Provider Dashboard

Did you know...?

If you're logging into the Provider Dashboard, you must log out of any other Tableau account before inputting your login information.

You will receive the “Resource not found” error if you try to log into your Provider Dashboard without **first signing out of other Tableau accounts**.



Sign in to Tableau Server

The screenshot shows the VAOS Provider Dashboard interface. At the top, there is a navigation bar with links: Home, Accounts, Vaccine Loss, Dashboard, and Vaccine Requests and Transfers. A search icon and the user name "alexandria.wagner" are also present. The main header area features the text "Welcome to Texas Vaccine Allocation & Ordering System" and a description: "One-stop solution for all vaccine allocation and ordering needs for the Department of State Health Services, Immunization Unit". A blue map of Texas is on the right. Below the header, a white box displays the error message: "Resource not found" with the subtext "Please check the URL and try again." A yellow arrow points from the explanatory text on the left to this error box.

View Account in VAOS

Did you know...?

The default view in VAOS is "Recently Viewed." To view your account(s), you'll need to select **All Accounts** from the dropdown menu.

*Make sure you change this dropdown to say **All Accounts**!*

Welcome to

Texas Vaccine Allocation & Ordering System

One-stop solution for all vaccine allocation and ordering needs for the Department of State Health Services, Immunization Unit

Welcome to

Texas Vaccine Allocation & Ordering System

One-stop solution for all vaccine allocation and ordering needs for the Department of State Health Services, Immunization Unit

Accounts

Vaccine Loss

DASHBOARD

Vaccine Requests and Transfers

Accounts

All Accounts

2 items • Sorted by Created Date • Filtered by All accounts • Created Date • Updated a few seconds ago

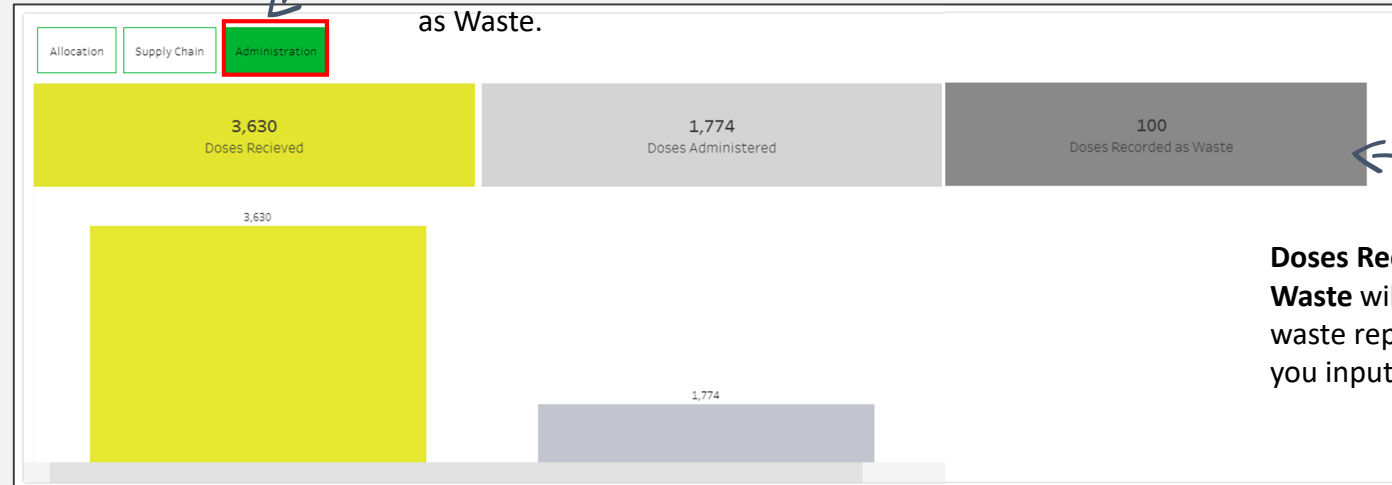
	Created Date	Account Name	Billing State/Pr...	Phone	Type	Owner First Name	Owner Last Na...
1	10/22/2020 11:55 AM	TX Test	TX			Julia Ames	Durnan
2	10/26/2020 1:56 PM	Texas County Hospital	TX		#	Integration	User

VAOS Provider Dashboard

Did you know...?

COVID-19 Vaccine Providers may experience a **delay of up to three days** (or longer, based on how you report) between when they report vaccine administration in ImmTrac2 and when that information is reflected on the VAOS dashboard.

On the **Administration** tab, you can view Doses Received, Doses Administered, and Doses Recorded as Waste.



Doses Recorded as Waste will reflect the waste reports that you input into VAOS.



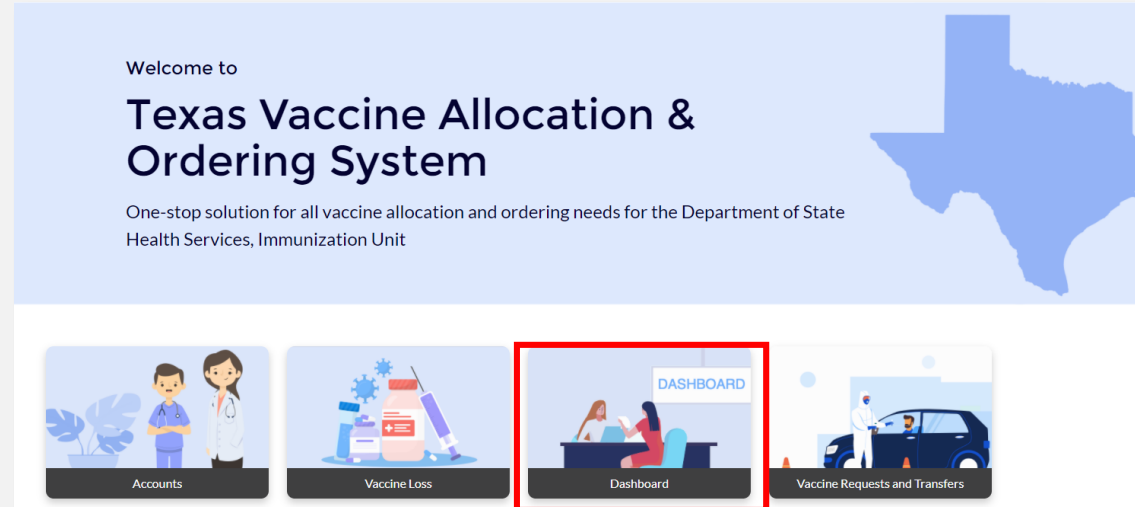
Quantity on Hand is based on **Doses Received** and **Doses Administered**.

This delay may affect the data you see for *Doses Administered* and *Quantity on Hand*.

VAOS Provider Dashboard

Did you know...?

The data in the Tableau **Provider Dashboard** refreshes nightly, so you may not see updated data, such as allocations received until the next day.



300

Doses Allocated



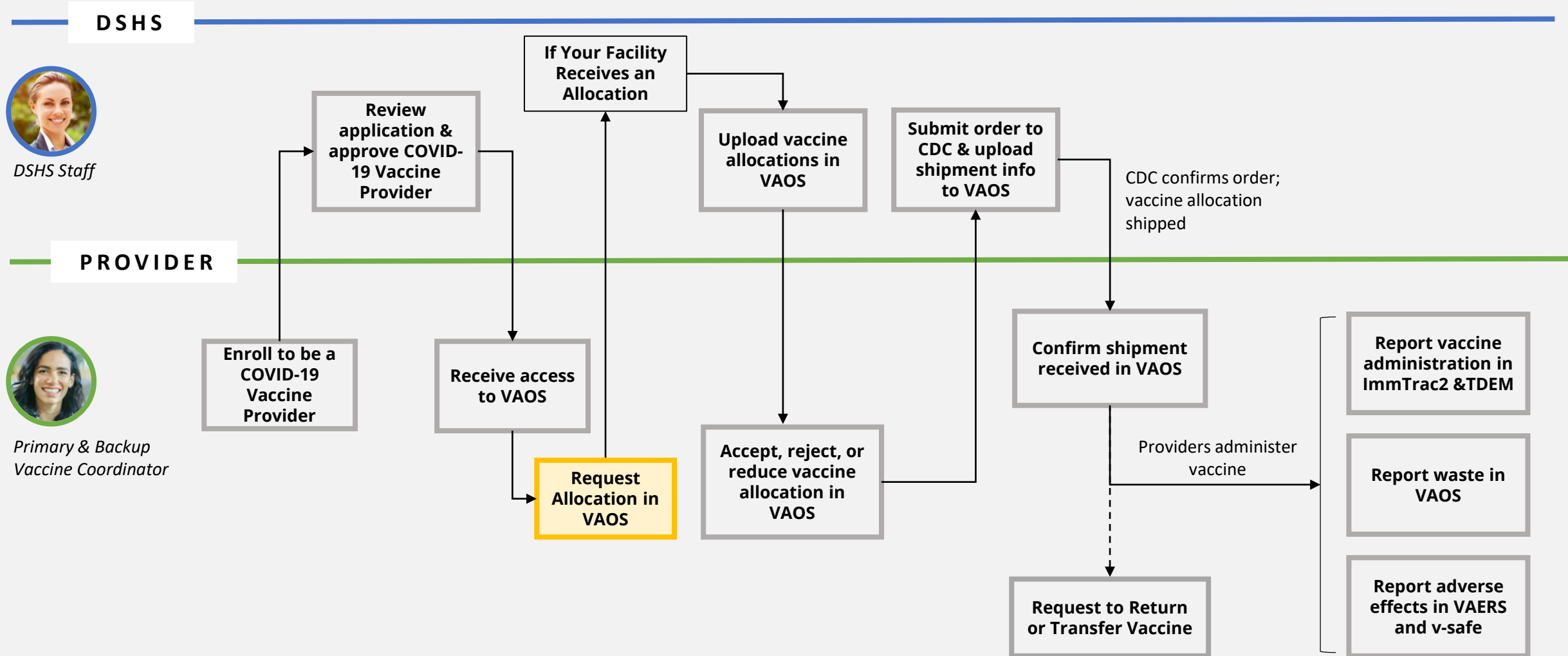
Nightly refresh

600

Doses Allocated

VAOS Refreshers: Submitting Allocation Requests

COVID-19 Vaccine Provider Milestones



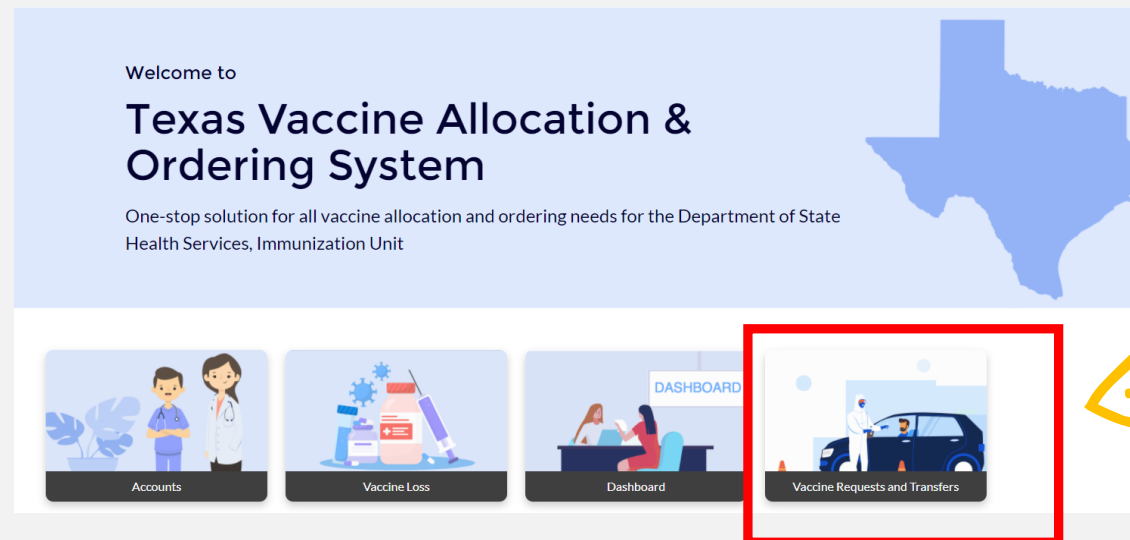
Request Allocations in VAOS

Did you know...?

Submitted allocation requests inform allocation decisions, but **do not guarantee** that you will receive an allocation for your requested doses.

Providers should submit allocations each week (by 5pm Thursday) for doses they can administer in a one-week period.

When you submit an allocation request in the VAOS “Vaccine Requests and Transfers” portal, **your allocation request may not be guaranteed** based on limited supply of the vaccines.



*Submit
allocation
requests here!*

Request 1st Dose Allocations in VAOS

Did you know...?

You can request allocations of the **Pfizer vaccine in 1,170 dose** allocations

Did you know...?

You can request allocations of the **Moderna vaccine in 100 dose** allocations

Did you know...?

You can request allocations of the **Janssen vaccine in 100 dose** allocations



When you submit allocation requests in VAOS, you can submit requests for **dose allocations in dosage increments** based on the vaccine presentation you request.

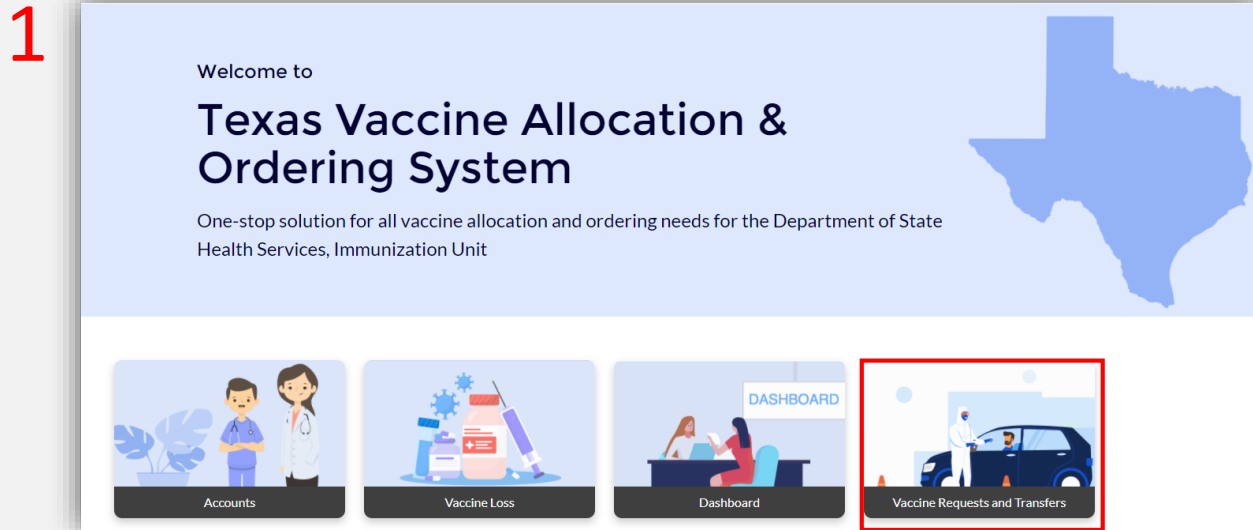
Remember you should only request allocations for the number of doses you can use for your patient population in **a one-week period**.

**Poll: What is the pack size for
the Johnson & Johnson Janssen
COVID-19 Vaccine?**

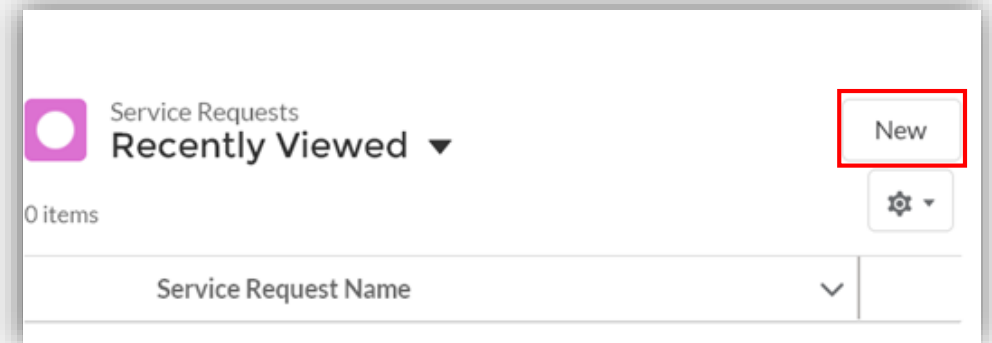
VAOS Refresher: Steps to submit allocation requests

Step 1: Navigate to the VAOS Provider Portal

1. Log into VAOS at <https://texasvaccines.dshs.texas.gov/> and navigate to the **Vaccine Requests and Transfers** tab.
2. Click **New**.

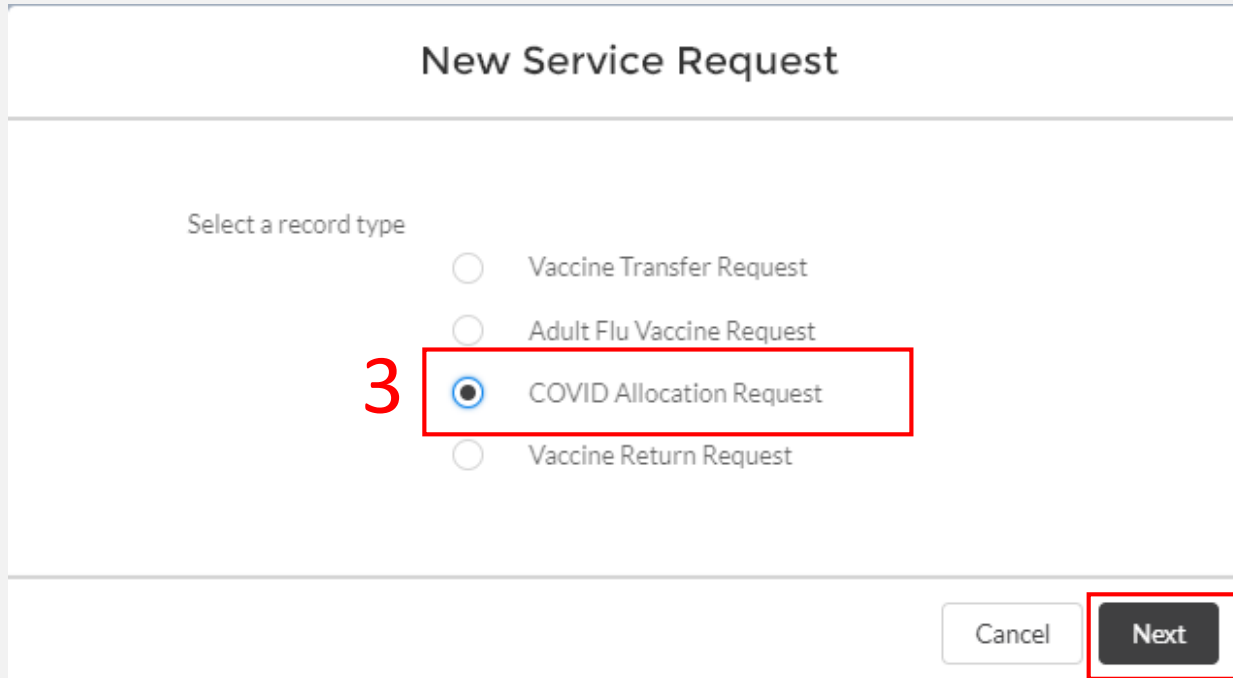


2



Step 2: Create New First Dose Allocation Request

3. If you are requesting an allocation for first doses, select **First Dose COVID Allocation Request**.
4. Click **Next**.



The screenshot shows a web form titled "New Service Request". Below the title is a section labeled "Select a record type" with four radio button options: "Vaccine Transfer Request", "Adult Flu Vaccine Request", "COVID Allocation Request", and "Vaccine Return Request". The "COVID Allocation Request" option is selected, indicated by a blue dot in the radio button, and is enclosed in a red rectangular box. To the left of this box is a large red number "3". At the bottom right of the form are two buttons: "Cancel" and "Next". The "Next" button is highlighted with a red rectangular box, and a large red number "4" is positioned to its right.

Reminder: Second doses for Pfizer and Moderna requests are automatically allocated to the requesting provider.

Second Dose Ordering Process Change

As of Feb. 19, providers no longer need to submit second dose allocation requests.

Second dose allocations will automatically be scheduled for shipment to you based on your received first dose allocations. No provider action is required to receive second doses moving forward.

Providers should continue to submit first dose allocation requests on a weekly basis for the population they can vaccinate in a one-week timeframe.

Step 3: Enter First Dose Allocation Information

5. Enter all mandatory information.

- Note: Submitted allocation requests inform allocation decisions, but **do not guarantee that you will receive an allocation for your requested doses** due to continued supply limits.

Check this box if you want to receive ancillary supplies with your order

Check this box if you are willing to receive another vaccine presentation.

Submit the number of first doses you can store and use in a one-week period

6. Click **Save**.

New Service Request: First Dose Allocation Request

5

Check this box if you want the CDC to direct the public to your facility for COVID-19 Vaccines

First Dose Allocation

* Facility
TX Test

Post my info in the CDC Vaccine Finder
☐

I want to receive ancillary supplies
☐

* Presentation
--None--

Willing to accept another manufacturer?
☐

If Pfizer, do you need dry ice?
☐

* Number of doses requested ⓘ

* Who you plan to vaccinate?
--None--

Specify additional beneficial details ⓘ

* Current quantity on hand: Moderna

* Current quantity on hand: Pfizer

Status
Created

Cancel Save & New **Save**

6

Request 1st Dose Allocations in VAOS



CDC Vaccine Finder

The screenshot shows a 'Service Request' form in VAOS, titled 'SR-0034'. It has two main sections: 'Information' and 'First Dose Allocation'. The 'Information' section contains a disclaimer: 'This vaccine request is not guaranteed and may not be fulfilled in its entirety. Please ensure: 1. Your facility can utilize all the vaccines you are requesting within one week; 2. Your facility has enough storage space* for the doses you request; and 3. Someone will be available to receive this shipment. * Pfizer vaccines do not require providers to have ultra-cold storage'. The 'First Dose Allocation' section shows 'Created By: John Doe, 1/13/2021, 1:49 PM'. It has a 'Facility' dropdown set to 'TX:Test'. Below this is a checkbox 'Post my info in the CDC Vaccine Finder' which is unchecked. Another checkbox 'I want to receive ancillary supplies' is checked. The 'Presentation' dropdown is set to 'Moderna'. There's a checkbox 'If Pfizer, do you need dry ice?' which is unchecked. The 'Number of doses requested' is set to '200'. At the bottom, there's a section 'Who do you plan to vaccinate?' with two columns: 'Available' and 'Chosen'. The 'Available' column has a list with 'Military', 'Other Population', 'Healthcare Workers', and 'Infrastructure / Essential Wor...'. The 'Chosen' column has a list with '65+', 'High Risk for COVID', and 'Longterm Care'. At the very bottom are 'Cancel' and 'Save' buttons.

Did you know...

When requesting allocations, providers can indicate whether they want the CDC to direct the public to their facility as a COVID-19 Vaccine Provider.

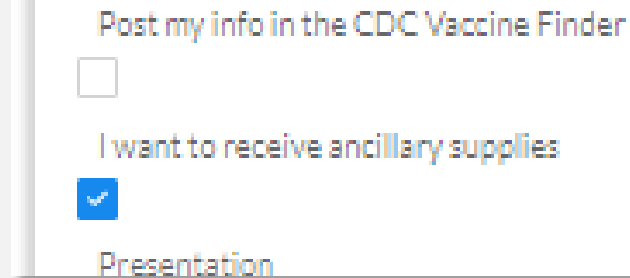
Did you know...

When submitting an allocation request, providers can opt-in to receive ancillary supplies.

Request 1st Dose Allocations in VAOS

Did you know...

When submitting an allocation request, providers can opt-in to receive ancillary supplies.



Post my info in the CDC Vaccine Finder
☐
I want to receive ancillary supplies
☒
Presentation

Providers can request ancillary supplies with each vaccine allocation request. Vaccine record and reminder cards can also be printed from the dshs.texas.gov website [here](#).

Ancillary Supply Kits include:



- ✓ Alcohol prep pads
- ✓ Face shields and surgical masks for vaccinators
- ✓ Needles and syringes
- ✓ Vaccine administration sheet for healthcare providers
- ✓ Vaccination record and reminder cards
- ✓ Diluent as needed, depending on vaccine presentation

Step 3: Enter First Dose Allocation Information

You will receive the following errors if you request a quantity of vaccine that is not in the correct pack size of the presentation you are requesting.

* Number of doses requested ⓘ

50

Please submit Moderna orders in the correct pack size of multiples of 100.

Moderna requests should be placed in multiples of 100.

* Number of doses requested ⓘ

50

Please submit Johnson & Johnson orders in the correct pack size of multiples of 100.

Johnson & Johnson requests should be placed in multiples of 100.

* Number of doses requested ⓘ

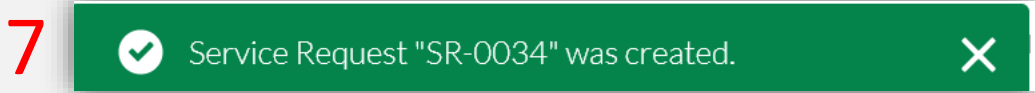
800

Please submit Pfizer orders in the correct pack size of multiples of 1170.


Pfizer requests should be placed in multiples of 1,170.

Step 4: Review Service Request Information

7. You will receive a pop-up confirmation that the Service Request was created.



8. If you need to validate any information submitted in your allocation request, you can review Service Request information by selecting **VAOS Requests and Transfers** from the VAOS homepage.



Service Requests
Order Requests ▾

*Note: the default here will be **Recently Viewed**. Select **Order Requests** to see all your service requests.*

13 items • Sorted by Service Request Name • Filtered by All service requests - Status, Record Type

New

⚙️

	Service Request Name ↑ ▾	Record Type ▾	Facility ▾	Number ... ▾	Number ... ▾	Status
8 1	SR-0166	First Dose COVID Allocation Request	Texas Count...	200		Created

Request 1st Dose Allocations in VAOS

Did you know...?

An “Exported” status in VAOS for your service request means it is currently under review.

Allocation requests are exported on Thursdays after 5PM CST for the following week – you will receive an email notification if your allocation is accepted the following week between Wednesday-Friday.

Service Request
SR-0124

Information

This vaccine request is not guaranteed and may not be fulfilled in its entirety. Please ensure:

1. Your facility can utilize all the vaccines you are requesting within one week;
2. Your facility has enough storage space* for the doses you request; and
3. Someone will be available to receive this shipment.

* Pfizer vaccines do not require providers to have ultra-cold storage

First Dose Allocation

Created By
[Julia Durnan](#), 1/22/2021, 4:58 PM

Facility
[Person Test](#)

Post my info in the CDC Vaccine Finder
☒

I want to receive ancillary supplies
☒

Presentation
Moderna

Willing to accept another manufacturer?
☒

If Pfizer, do you need dry ice?
☐

Number of doses requested ⓘ
200

Who you plan to vaccinate?
Phase 1A – HCW

Specify additional beneficial details ⓘ
UT Memorial

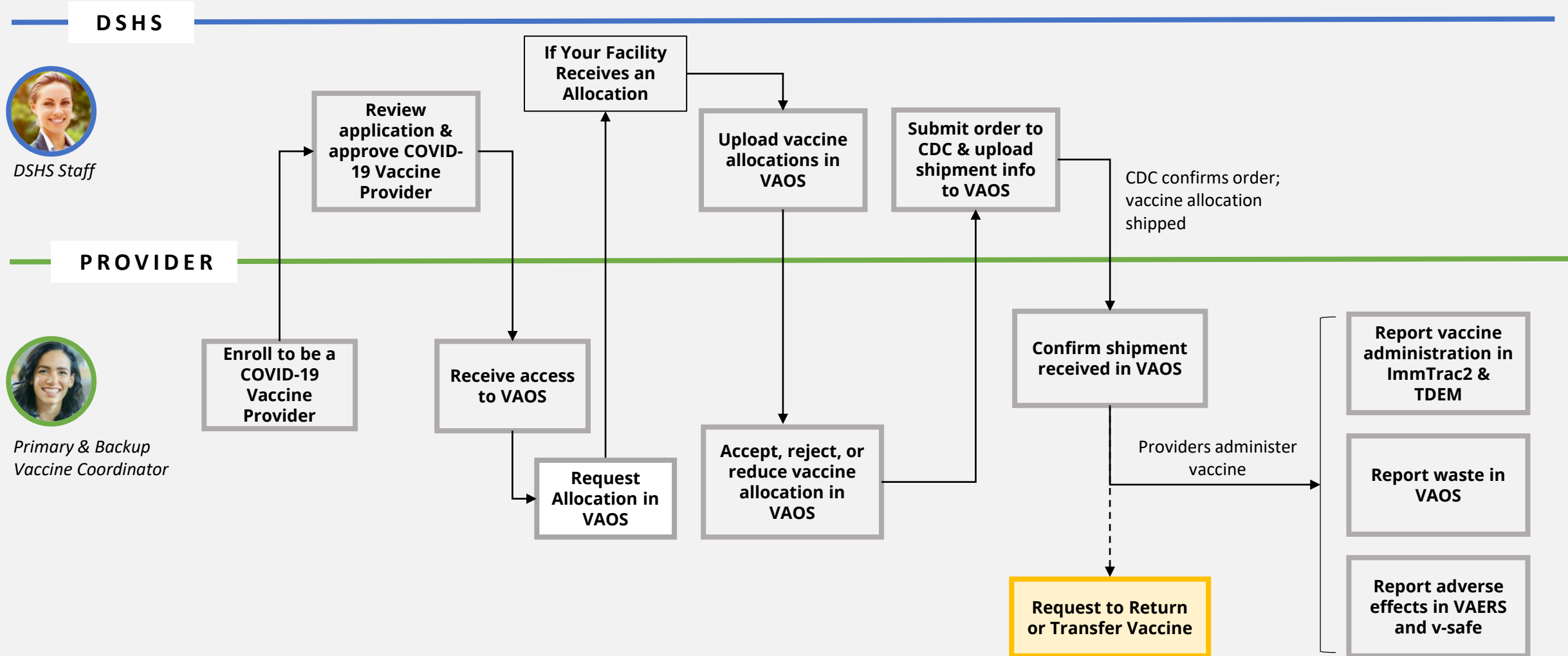
Current quantity on hand: Moderna
0

Current quantity on hand: Pfizer
0

Status
Exported

VAOS Refreshers: Submitting Transfer Requests

COVID-19 Vaccine Provider Milestones



Request to Transfer Vaccine

Transfers require a New Service Request in VAOS.

New Service Request

Select a record type

- ☒ Vaccine Transfer Request
- ☐ Adult Flu Vaccine Request
- ☐ COVID Allocation Request
- ☐ Vaccine Return Request

CancelNext

Request to Transfer Vaccine

Did you know...?

Providers will need to upload and submit a completed and signed CDC Redistribution form for each transfer request.

For each request to transfer, Providers should complete and have the appropriate personnel sign the **CDC Supplemental COVID-19 Vaccine Redistribution Agreement**.

When you initiate a Transfer Request in VAOS, you will be able to **download the CDC Redistribution Agreement**.

Before your request can be reviewed, you will need to **upload the completed and signed form in VAOS** for DSHS to review.

CDC Supplemental COVID-19 Vaccine Redistribution Agreement



The Centers for Disease Control and Prevention (CDC) plans to ship a minimum order size of COVID-19 vaccine, constituent products, and ancillary supplies at no cost directly to enrolled COVID-19 vaccination providers throughout the United States. The federally contracted vaccine distributor uses validated shipping procedures to maintain vaccine cold chain and minimize the likelihood of vaccine loss or damage during shipment. There may be circumstances where COVID-19 vaccine needs to be redistributed beyond the identified primary CDC ship-to sites (i.e., for orders smaller than the minimum order size or for large organizations whose vaccine is shipped to a central depot and requires redistribution to additional clinic locations). In these instances, vaccination provider organizations/facilities, third-party vendors, and other vaccination providers may be allowed to redistribute vaccine, if approved by the jurisdiction's immunization program and if validated cold-chain procedures are in place in accordance with the manufacturer's instructions and CDC's guidance on COVID-19 vaccine storage and handling. There must be a signed CDC COVID-19 Vaccine Redistribution Agreement for the facility/organization conducting redistribution and a fully completed CDC COVID-19 Vaccination Provider Profile Information form (Section B of the CDC COVID-19 Vaccination Program Provider Agreement) for each receiving vaccination location.

The parties to this agreement are CDC and healthcare organizations, third-party vendors, and vaccination providers that redistribute COVID-19 vaccine. CDC cannot reimburse costs of redistribution beyond the initial designated primary CDC ship-to site(s), nor for purchase of any vaccine-specific refrigerators or qualified containers. Therefore, organizations planning for redistribution of COVID-19 vaccine must carefully assess the associated risks and costs (e.g., vaccine loss due to temperature excursions, purchase of vaccine-specific portable refrigerators and/or containers) before planning this activity.

ORGANIZATION INFORMATION			
Organization/facility name:		For official use only: VTrackS ID: _____ Unique COVID-19 Organization ID (from Section A): _____	
PRIMARY ADDRESS and CONTACT INFORMATION OF COVID-19 VACCINATION ORGANIZATION			
Street:			
City:	County:	State:	ZIP:
Telephone:		Fax:	
RESPONSIBLE OFFICERS			
Medical Director (or Equivalent) Information			
Last name	First name	Middle initial	
Title	Licensure (state and number)		
Telephone number:	Email:		
Address:			
Chief Executive Officer (or Chief Fiduciary) Information			
Last name	First name	Middle initial	
Telephone number:	Email:		
Address:			

9/14/2020

Page 1 of 2

CDC Redistribution Agreement

Request to Transfer Vaccine

REMINDER: If you do not complete and upload the CDC Redistribution Agreement, your **transfer request will be denied.**

CDC Redistribution Agreement must be uploaded to your service request with
all forms completed correctly.

Request to Transfer Vaccine

Did you know...

Vaccines can only be transferred to an **approved COVID-19 vaccine provider**.

Account Name	Haitao Pharmacy Four	Facility Status	Y
Parent Account		Account Record Type	Vaccine Ordering
Indicator	N	IIS PIN	1234567890
Source Type	Manually Entered	Original Certification Date (VFC)	10/28/2020
Provider PIN	300017	Renewal Certification Date (VFC)	10/28/2020
Immtrac OrganizationID	7436305	Site Registration Date	10/28/2020
OrgIntent	N/A	Site Agreement Date	10/28/2020

Did you know...

You can find your **organization's PIN** in VAOS on the **Account Details** page.

Use your Provider PIN, and the PIN of the Receiving Provider. Approved COVID-19 Providers will all have Provider PIN's.

Request to Transfer Vaccine

After the request to transfer is submitted, DSHS will review the request. The **requesting person at the *Transferring Provider* will receive an email** once the request has either been **approved or denied**.

Dear Provider,

Thank you for your transfer request submission. Your request to transfer 50 doses of COVID Adult from VO Test Provider to Person Test has been **approved**.

As the transferring provider, **you are responsible for the physical transfer of the approved doses to Person Test**. You can view the relevant details of your vaccine transfer, including the address and contact information for the receiving provider, in the Texas Vaccine Allocation and Ordering System (VAOS) at (<https://texasvaccines.dshs.texas.gov>).

Next Steps:

1. In VAOS, navigate to Service Requests and download Vaccine Transfer form to view relevant details for the receiving provider
2. Contact the receiving provider to coordinate the transfer of doses
3. Ship or otherwise physically transfer doses to the receiving provider as soon as possible

You can find additional information about VAOS and how to use it on the [COVID-19 Vaccine Management Resources](#) site.

For any questions related to COVID-19 orders, or technical questions on how the Vaccine Ordering and Management system operates, please contact COVID19VacEnroll@dshs.texas.gov

Request to Transfer Vaccine

If approved, the **primary & backup vaccine coordinators at the *Receiving Provider*** will also receive an email notification.

Dear Provider,

A request to transfer 100 doses of Moderna from Place 1 to Place 2 has been **approved**.

As the receiving provider, **you are responsible for supporting the coordination of the physical transfer of the approved doses to [receiving provider account name]**. You can view the relevant details of your vaccine transfer in the Texas Vaccine Allocation and Ordering System (VAOS) at <https://texasvaccines.dshs.texas.gov>. **No action is required to confirm receipt of this transfer, your inventory will be updated automatically.**

Next Steps

- Login to VAOS to view details of the transfer, which can be found under “Vaccine Shipments”
- **Begin vaccinations as soon as possible** after your facility receives your transfer of COVID-19 vaccines
- **Report doses administered to ImmTrac2 and doses wasted to VAOS within 24 hours**

You can find additional information about VAOS and how to use it on the [COVID-19 Vaccine Management Resources](#) site.

For questions about COVID-19 orders or the Vaccine Ordering and Management system, please contact COVID19VacEnroll@dshs.texas.gov.

Thank you.



Texas Department of State
Health Services

Request to Return or Transfer Vaccines

Dear Provider,

A request to transfer 100 doses of Moderna from Place 1 to Place 2 has been **approved**.

As the receiving provider, **you are responsible for supporting the coordination of the physical transfer of the approved doses to [receiving provider account name]**. You can view the relevant details of your vaccine transfer in the Texas Vaccine Allocation and Ordering System (VAOS) at <https://texasvaccines.dshs.texas.gov>. **No action is required to confirm receipt of this transfer, your inventory will be updated automatically.**

Next Steps

- Login to VAOS to view details of the transfer, which can be found under “Vaccine Shipments”
- **Begin vaccinations as soon as possible** after your facility receives your transfer of COVID-19 vaccines
- **Report doses administered to ImmTrac2 and doses wasted to VAOS within 24 hours**

You can find additional information about VAOS and how to use it on the [COVID-19 Vaccine Management Resources](#) site.

For questions about COVID-19 orders or the Vaccine Ordering and Management system, please contact COVID19VacEnroll@dshs.texas.gov.

Thank you.



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Did you know...?

Receiving Providers
do not need to
confirm receipt of
the transfer in VAOS.

Request to Return or Transfer Vaccines

Did you know...?

Transferring Providers are **responsible for the transfer shipment, costs incurred** during the transfer process, and **maintaining the cold chain** throughout the transfer process.

The ***Transferring Provider*** is responsible for any costs incurred in transferring the vaccine to another provider.



Vaccine Arrival at
Provider Facility



Vaccine Storage &
Handling at
Provider Facility



*Transferring
Provider Ships or
Transports Vaccine*



Vaccine
Administration at
*Receiving Provider
Facility*



Transferring Provider responsible for maintaining the cold chain

View Transfers on the Dashboard

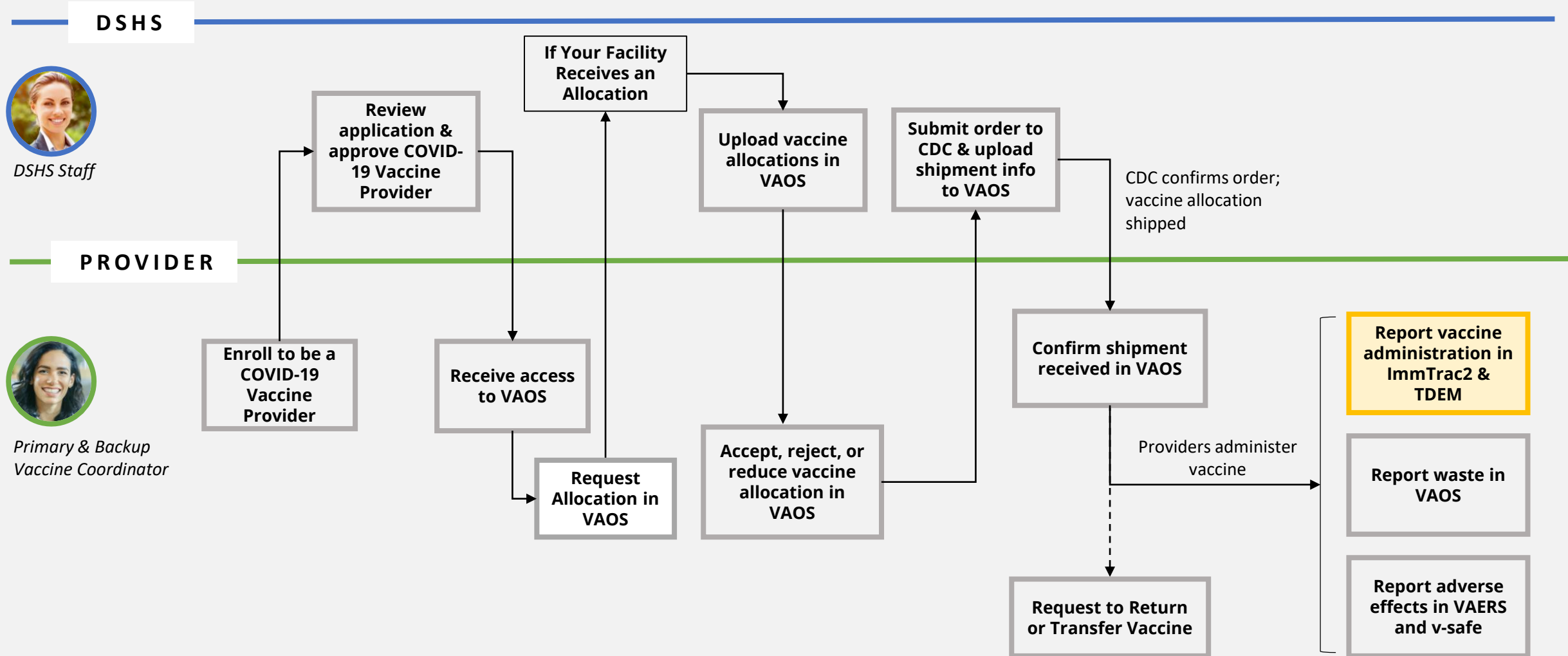
Providers can now view the status of vaccine transfers in their Dashboard.



Poll: Receiving providers must confirm receipt of transferred allocations in VAOS.

Refresher: Reporting Vaccine Administrations

COVID-19 Vaccine Provider Milestones



Report Vaccine Administration in ImmTrac2

Did you know...?

Providers need to report daily in both **TDEM** and **ImmTrac2**

Reporting COVID-19 Vaccines/Therapeutics in the TDEM/DSHS Portal

Facility:

Facility Identification Number:

You are receiving this email because your facility has received an allocation of vaccines and/or monoclonal antibodies for COVID-19. The State of Texas requests that you submit information through the TDEM portal provided below, in addition to current tracking in ImmTrac2.

We are aware of the increased number of reporting requirements related to vaccines and therapeutics that are asked of you, and we are doing our best to streamline the inquiries with your assistance. We really appreciate the work of our hospital partners across the state in reacting to this crisis.

If you have any issues pertaining to the system, requests, or questions, please send an email to vaccine@tdem.texas.gov

INSTRUCTIONS

LOGIN

1. Go to <https://report.tdem.texas.gov>
2. Select your facility from the dropdown list titled "Select Facility".
3. Enter your Facility Identification Number, which is listed above.

Did you know...?

The data that you report in TDEM and ImmTrac2 isn't the same.

Providers must report aggregate doses administered to TDEM every day by 8AM at <https://report.tdem.texas.gov>

For questions about TDEM reporting, please contact: vaccine@tdem.texas.gov or 844-908-3927

Continue to **report actual** vaccine administration and patient data into ImmTrac2.

ImmTrac2
Texas Immunization Registry

Report Vaccine Administration in ImmTrac2

Did you know...?

Providers should use their **correct Org Code** or ImmTrac2 IIS ID to report vaccine administration.

When reporting administered COVID-19 vaccines to ImmTrac2, providers must use their correct ImmTrac2 Org Code and TX IIS IDs to ensure that vaccines are accurately tracked in the COVID-19 Vaccine Data Dashboards in VAOS.



ImmTrac2 users receive their assigned Org Code(s) via email when they first get access to ImmTrac2, or when their access is modified.



Because vials may contain more than the official number of doses, **Providers may administer more doses than are officially allocated in VAOS.**

Did you know...?

If you administer more doses than officially allocated in VAOS, still **report the actual vaccinations given to patients.**

Continue to **report actual vaccine administration into ImmTrac2**, regardless of the number of doses officially allocated.

Reporting Administrations

In last week's webinars, we introduced the new ImmTrac2 Rapid Entry for web app users.
Start using this faster reporting tool today!

Mass Vaccination
covid-19 rapid entry
manage client roster
check upload status
Clients
manage client
enter new client
manage client status
criteria
merge clients
edit consent information
Immunizations
manage immunizations
Schools
manage list
find student
check school report
Events
manage events
aggregate reports
manage priority groups

02/16/21 ~ New! COVID-19 Rapid Entry Companion Application

COVID-19 Rapid Entry

release n

Copyright ©

Now, healthcare providers can enter their patient COVID-19 vaccination records faster and easier.

Benefits for providers include:

- Shorter four-step process.
- Reduced number of required fields.
- Easier data entry and auto-fill features.
- More field hints with instructions for providers.

Before getting started, make sure of the following:

1. If you are authorized with multiple Organizations in ImmTrac2, select the correct one associated with your vaccination records.
2. You have each client's required personal and vaccination information available to record.

More Info on New VAOS Features

Check it
out!

Want more information on requesting allocations and transferring or returning vaccines? Check out our [Provider User Training Guide](#) for step-by-step walkthroughs on new and existing VAOS features.



Be sure and join future webinars to learn more about the new features and how you can use them as a COVID-19 Vaccine Provider.

**Please look for invitations to
additional COVID-19 Provider
Webinars in the coming days and
weeks**



Texas Department of State
Health Services

Key Resources

COVID-19 Vaccine Resources (today's webinar, training materials, videos):

<https://www.dshs.texas.gov/coronavirus/immunize/vaccine-manage-resources.aspx>

COVID-19 Vaccine Provider Enrollment Information:

www.dshs.texas.gov/coronavirus/immunize/provider-information.aspx

DSHS COVID-19 Vaccine Provider hotline:

(877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email:

COVID19VacEnroll@dshs.texas.gov

For questions about training materials or webinars, please email us at

COVID19VacMgmt@dshs.texas.gov



Texas Department of State
Health Services

COVID-19 Provider Support

Category	COVID-19 Vaccine Provider Enrollment (Syntropi)	COVID-19 Vaccine Provider Information and Safety Reporting	Vaccine Allocation & Ordering System (VAOS)	Vaccine Distribution & Shipments	Reporting for COVID-19 Vaccines
Sample questions	<ul style="list-style-type: none"> How to become a COVID-19 Vaccine Provider In-progress applications Updating information in Provider Enrollment accounts, including population numbers, email addresses, or primary/backup coordinators) 	<ul style="list-style-type: none"> COVID-19 vaccine safety & medical info Storage & handling Administration of vaccine Vaccine distribution Reporting adverse events to VAERS 	<ul style="list-style-type: none"> Access to VAOS Question about completing a task or process in VAOS or dashboards Tuesday/Thursday Provider Webinars 	<ul style="list-style-type: none"> Tracking shipments Allocations Vaccine transfer/returns Waste disposal/return 	<ul style="list-style-type: none"> Reporting to ImmTrac2 via online web application Reporting to TDEM online portal
Provider Support Channel	Provider Help Desk: (877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email: COVID19VacEnroll@dshs.texas.gov HealthCare Providers/Professionals https://www.cdc.gov/vaccines/hcp/index.html General Immunization Questions: COVIDvaccineQs@dshs.Texas.gov	Provider Help Desk: (877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email: COVID19VacEnroll@dshs.texas.gov	Covid-19 Vaccine Management: COVID19VacMgmt@dshs.Texas.gov	Vaccine Shipments: COVID19VacShipments@dshs.Texas.gov	ImmTrac2 team: ImmTrac2@dshs.Texas.gov TDEM/TMD Call Center: vaccine@tdem.Texas.gov ; (844) 908-3927

COVID-19 General Public Support

Category

General COVID-19 Inquiries

Sample questions

- COVID-19 vaccine safety
- COVID-19 testing
- COVID-19 prevention and quarantine
- Vaccine FAQs

Disaster Response

- Public facing resource for those affected by winter storm Uri and need assistance

Provider Support
Channel

COVID-19 Nurse Call Center
Texas 2-1-1 (Option 6) (877) 570-9779, 8 a.m. to 5 p.m., Monday through Friday
or Email: CoronaVirus@dshs.Texas.gov
COVID-19 Vaccine Information:
<https://www.dshs.texas.gov/coronaviruses/immunize/vaccine.aspx>

Task Force Storm Call Center
(844) 844-3089 8 a.m. to 5 p.m.,
Monday through Friday

Resources

Website for Providers:

www.dshs.texas.gov/coronavirus/immunize/provider-information.aspx

FAQ for Providers

<https://www.dshs.texas.gov/immunize/covid19/COVIDproviderfaq.pdf>

DSHS COVID-19 Vaccine Provider hotline:

(877) 835-7750, 8 a.m. to 5 p.m., Monday - Friday

Email: COVID19VacEnroll@dshs.texas.gov.

COVID19VacMgmt@dshs.texas.gov

Website to enroll as a COVID-19 provider:

EnrollTexasIZ.dshs.texas.gov.

General Questions:

Email: COVIDvaccineQs@dshs.texas.gov

[Texans Vaccinated for COVID-19](#) website

ImmTrac2 support Email:

ImmTrac2@dshs.texas.gov

V-safe

<https://vsafe.cdc.gov/>

<https://espanol.cdc.gov/coronavirus/2019-ncov/vaccines/safety/vsafe.html>

Vaccine Adverse Event Reporting System (VAERS):

<https://vaers.hhs.gov/reportevent.html>

Moderna (Pregnancy Registry & MedInfo):

medinfo@modernatx.com

1-866- MODERNA (1-866-663-3762)

www.modernatx.com/covid19vaccine-eua

Pfizer Medical Information

Visit PfizerMedicalInformation.com or call [1-800-438-1985](tel:1-800-438-1985).

CDC McKesson:

Pfizer #: 833-272-6634

Moderna #: 833-343-2703

Mailboxes for Common Questions

- **VAOS login/ access questions:** COVID19VacMgmt@dshs.Texas.gov
 - Include provider name, org code, and primary and backup vaccine coordinator names and email addresses in message
- **VAOS order status questions:** COVID19VacShipments@dshs.texas.gov
 - Include provider name, org code, and allocation request number
- **VAOS shipping questions:** COVID19VacShipments@dshs.texas.gov
 - Include provider name, org code, and shipment number in message
- **Updating vaccine coordinator contact information:** COVID19VacEnroll@dshs.texas.gov
 - Please include current and new vaccine coordinator name and email address
- **Vaccine administration questions:** COVID19VacEnroll@dshs.texas.gov

Locate the
Organization Code in
your **Account Details**.

7436305	
OrgIntent	
N/A	
OrganizationCode	
HAIT1897	Y
Total NO of TX Prescribing Authority	VTrcks Provider ID
0	
Address Line 1	VTrcks Status
12120 Medallion Ln	Active
Address Line 2	VTrcks Status Reason
City	VTrcks Status Comment

Live Q&A's

Thank you!